Symposium OPEN IVR
Prompt Import Utility Guide

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About this guide

Purpose of this manual

This guide is designed to provide procedures for loading digitized voice prompts and fax files from DOS and UNIX tar formatted disks on to the system. This guide also discusses adding VSN headers to these files and trimming the silence at the beginning and end of the recorded prompts to a uniform length.

The Prompt Import Utility enables the user to prepare a voice file for use by the MRS in the following file formats:

- ADPCM voice files
- Audio (*.au) voice files
- TIFF fax files

Audience and prerequisites

The individual responsible for prompt administrative functions should have some formal computer training with an understanding of basic UNIX commands. This person should also be familiar with the functions required for preparing digitized voice prompts.

Document organization

Chapter 1, "Introduction," provides system information including functionality, requirements, and installation procedures. This chapter also details the system configuration file.

Chapter 2, "Prompt Import Utility functions," describes each of the options contained on the Prompt Import Utility Main Menu.

Section A: "Quick Prompts" explains the procedures required to perform the "Quick Prompts" option. This option is designed to load prompts, add headers, and trim silence on the prompts.

Section B: "Load prompts from floppy disk" explains the procedures required to load voice and fax files from UNIX-Tar and DOS formatted disks.

Section C: "Add a header to voice prompts" explains the procedures required to add VSN headers to voice prompts.

Section D: "Add header to fax prompts" explains the procedures required to add VSN headers to fax files that are stored on the system in TIFF format.

Section E: "Add header to voice file (*.au files only)" explains the procedures required to convert *.au format voice files to prompt format and to add voice file headers.

Section F: "Trim silence (voice prompts only)" explains the procedures required to trim the silence at the beginning and end of voice prompts.

Section G: "Configuration" explains the procedures required to view or change the configuration parameters, or both.

Section H: "Exit" explains the procedures required to exit the Prompt Import Utility functions and to return to system command level.

Section I: "Loading prompts on the MRS" explains the procedures required to load prompts on the MRS after you perform the Prompt Import Utility functions.

Supporting Release 4.0 documentation

Additional information about Symposium OPEN IVR 4.0 is presented in the following Release 4.0 documentation:

Document	NT number/ A0 number/ P0 number
Symposium OPEN IVR 4.0 Getting Started Guide	NTVE8201 A0732100 P0881271
Symposium OPEN IVR 4.0 Product Guide	NTVE8202 A0732101 P0881273
Symposium OPEN IVR 4.0 System Administration Guide	NTVE8203 A0732102 P0881274
Symposium OPEN IVR 4.0 Application Development Guide	NTVE8209 A0732108 P0881275
Symposium OPEN IVR 4.0 Cell Catalog	NTVE8208 A0732107 P0881276
Symposium OPEN IVR 4.0 Installation, Upgrade, and Maintenance Guide	NTVE8204 A0732103 P0881277
Symposium OPEN IVR 4.0 Planning and Engineering Guide	NTVE8205 A0732104 P0881278
Symposium OPEN IVR 4.0 Error Messages Guide	NTVE8206 A0732105 P0881279

Symposium OPEN IVR 4.0 Web Option Guide	NTVE8210 A0732109 P0881281
Symposium OPEN IVR 4.0 SQL Server User Guide	NTVE8216 A0732115 P0881282
Symposium OPEN IVR 4.0 Service Console Interface Reference Manual	NTVE8207 A0732106 P0881284
Symposium OPEN IVR 4.0 VT100 Host Connectivity Configuration and Development Guide	NTVE8221 A0732120 P0881286
Symposium OPEN IVR 4.0 Text-to-Speech Option Guide	NTVE8213 A0732112 P0881292
Symposium OPEN IVR 4.0 Speech Recognition Option Guide	NTVE8212 A0732111 P0881293
Symposium OPEN IVR 4.0 Fax Option Guide	NTVE8211 A0732110 P0881294
Symposium OPEN IVR 4.0 CAS and ISDN Signaling Option Guide	NTVE8214 A0732113 P0881296
Symposium OPEN IVR 4.0 Integration Package for Meridian Link User Guide	P0881297 NTVE8215 A0732114
Symposium OPEN IVR 4.0 SNA Host Communications Guide	NTVE8227 A0732774 P0881750

Conventions used in this guide

Throughout this guide, several typographic conventions have been used to highlight certain types of information:

- Items that appear on the Symposium OPEN IVR screens are identified in quotes, for example:

  the “Timeout” part of the parameters window

- Field names, prompts, file and menu names, directories, accounts, and options are shown in a different typeface, for example:

  `/sci>`
  `sci/install` menu
  `/u/nortel/3270/getbalance.act` file

- Symposium OPEN IVR buffer names are shown in all uppercase characters, for example:

  the CURRENT MESSAGE buffer

- Items you must type are shown in bold in a different typeface, for example:

  at the prompt, type **`tn5250`**

- Variables shown in command lines appear in italics, for example:

  the `host_cfg`*n* file, where *n* is a variable representing a board number

- Key names you press are shown in angled brackets, for example:

  the <F1> key

- Keyboards usually have keys named <Return> or <Enter> that perform the same function. For convenience, this guide uses the keyname <Enter> to represent both keynames.

Chapter 1: Introduction

Overview

This document is provided to assist the user in performing the functions of the Prompt Import Utility. The system enables the user to load recorded prompts from a disk on to the system. The user can then add Voice Storage Number (VSN) headers to voice and fax files as well as trim the silence surrounding the voice prompts.

System features

The Prompt Import Utility performs the following functions:

- loads prompt data from UNIX-Tar and DOS formatted disks
- adds VSN headers to voice prompt files that are stored on the system in either ADPCM or Audio (*.au) format
- adds VSN headers to fax files stored on the system in TIFF format
- programs trimming of the silence at the beginning and end of the voice prompt
- views or changes configuration parameters, or both

System requirements

The Prompt Import Utility resides on the Application Processor (AP).

System configuration

The Prompt Import Utility can be modified by the user directly through the Prompt Import Utility main menu based on the individual requirements for the system.

The following table shows the default values assigned to the system configuration file for a typical SCO UNIX system

Line number	Default	Alternatives
1. Conversion type	ADPCM	FAX, MU-LAW, A-LAW
2. Voice Header	vsn	VSN
3. Voice Extension	.	.au
4. Fax File Extension	.tif	Fax file must be in TIFF format.
5. Trim Duration	120–50	User defined, default 120 msec

Accessing Prompt Import Utility

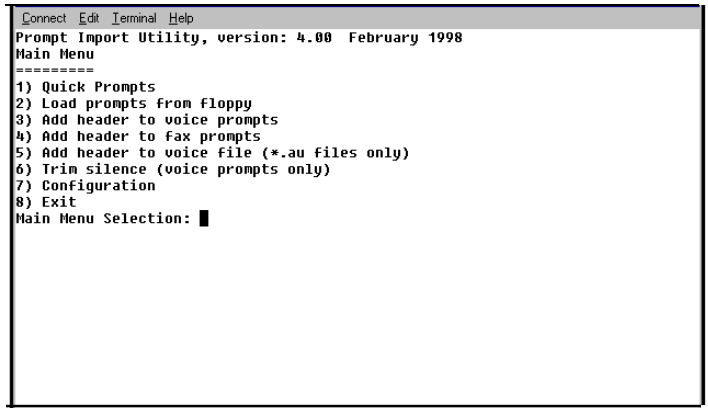
To access the Prompt Import Utility functions, follow these steps.

1 Log in as `nortel`. For detailed instructions on logging in, refer to "Logging in and out" in the *Getting Started Guide*.

2 Go to the UNIX shell.

3 At the system prompt, type **`piu`** and press <Enter>.

The system displays the Prompt Import Utility Main Menu window.


Connect Edit Terminal Help
Prompt Import Utility, version: 4.00 February 1998
Main Menu
1) Quick Prompts
2) Load prompts from floppy
3) Add header to voice prompts
4) Add header to fax prompts
5) Add header to voice file (*.au files only)
6) Trim silence (voice prompts only)
7) Configuration
8) Exit
Main Menu Selection:

4 To select a utility from the menu, type your choice at the Main Menu Selection prompt, and press <Enter>.

Note: On the Prompt Utility Main Menu, the valid options are 1 through 8. On subsequent menus, valid values are 1 through 8 or selected alphabetic characters (“q”, “l”, “v”, “f”, “a”, “t”, “c”, and “e”, respectively) that correspond to menu choices. Invalid entries will terminate the session. If you enter an invalid choice, the system displays the message `Invalid input` and exits.

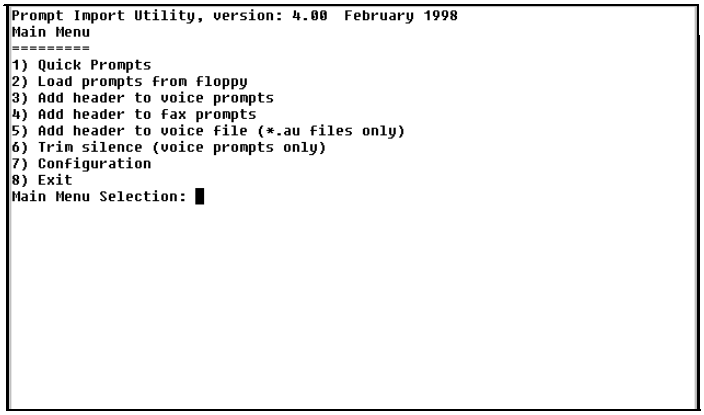
5 To return to the application, type **`piu`** and press <Enter>.

Chapter 2: Prompt Import Utility functions

Overview

This chapter describes each of the options available on the Prompt Import Utility Main Menu, shown in Figure 2-1.

Figure 2-1: Prompt Import Utility main menu


Prompt Import Utility, version: 4.00 February 1998
Main Menu
1) Quick Prompts
2) Load prompts from floppy
3) Add header to voice prompts
4) Add header to fax prompts
5) Add header to voice file (*.au files only)
6) Trim silence (voice prompts only)
7) Configuration
8) Exit
Main Menu Selection:

The chapter is divided into a section for each of the main menu options. Refer to the following chart to quickly locate the appropriate section.

Table 2-1: Prompt Import Utility options

Section	See page
Section A: Quick Prompts	2-3
Section B: Load prompts from floppy disk	2-6
Section C: Add a header to voice prompts	2-8
Section D: Add header to fax prompts	2-11
Section E: Add header to voice file (*.au files only)	2-14
Section F: Trim silence (voice prompts only)	2-16
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Section A Quick Prompts

Introduction

The Quick Prompts option performs all the functions of the Prompt Import Utility without requiring the user to access each of these functions through the Main Menu.

This provides a quick and efficient process that enables the user to perform the following functions from this one menu option:

- loading recorded prompts from a floppy disk
- adding a header to voice prompts
- adding a header to fax prompts
- converting `*.au` format voice files to prompt format and adding a header to voice files
- trimming unwanted silence at the beginning and end of voice prompts
- viewing or changing configuration parameters, or both
- returning to the Main Menu

The user may prefer using the other Main Menu options for more complex situations involving various formats and prompt types.

Managing quick prompts from a floppy disk

To load and manage prompts from a floppy disk to the AP using the Quick Prompts function, follow these steps.

1 At the Prompt Import Utility main menu, type **1** in the selection field and press <Enter>.

The system displays the following prompt:

```
Do you need to load files from floppy diskette [y, n]?
```

2 At the prompt, type **y** and press <Enter>.

The system displays the following:

```
Please insert your diskette in the floppy drive
When you are done, hit enter key to continue
```

3 Insert the disk into the floppy drive and press <Enter>.

When the disk is loaded, the system displays the following messages:

```
Loading files from floppy, it takes time, so please
wait...
Thank you for your patience, please hit the return key to
continue
```

4 Press <Enter> to continue with the procedure.

The system searches the floppy disk for all prompts. Then the system displays each prompt in the sequence it is found on the disk, as shown in the following example:

```
Please enter prompt number (0-99999) for file vsn 02112
```

5 For each prompt displayed, type the number you wish to assign to the prompt from the range specified and press <Enter>. To skip the current prompt, type **q** and press <Enter>.

When you assign a prompt number, the system asks you to assign a prompt header as shown in the following example:

```
Prompt Number: 00087

1)  ADPCM
2)  MU-LAW
3)  FAX
4)  Skip

File Type:
```

where ADPCM is a voice file, MU-LAW is an audio file, and Fax is a fax file. (Choose Skip to go to the next prompt without assigning a header to the current prompt).

6 At the prompt, type the number corresponding to the type of prompt header and press <Enter>.

When the header is added, the Quick Prompts function begins to trim the silence at the beginning and end of the prompt to a length of the default value.

7 Repeat steps 5 and 6 until all prompts have been loaded or skipped.

8 To return to the Main Menu, press any key.

Loading prompts onto the MRS

Once you perform the Quick Prompts functions, the prompts are ready to be distributed onto the Multimedia Resource Server (MRS). To load the finished prompts onto the MRS, you must use the Prompt Loading Facility.

The Prompt Loading Facility is a tool contained in the AP software that is used for playing, recording, deleting, backing up, or restoring prompts. It is available via a separate licensing agreement.

For detailed instructions on operating the Prompt Loading Facility, refer to the *Symposium OPEN IVR System Administrator Guide*.

Section B Load prompts from floppy disk

Overview

The Load Prompts function enables the user to load voice and fax prompts from a disk located in the floppy drive of the system. The prompts which have been loaded from disks are stored in one of the following formats:

- UNIX block device
- DOS format
- UNIX tar files on DOS format disk

The system copies the prompts from the disk and stores them in the `vfiles.tmp` directory. Upon termination of a transfer session, the temporary directory `vfiles.tmp` on the AP is deleted.

Loading prompts from floppy disk

To load prompts using the Load Prompts function, follow these steps.

1 At the Main Menu window, type **2** in the Main Menu Selection field and press <Enter>.

The system displays the following messages:

```
Please insert your diskette in the floppy drive

When you are done, hit enter key to continue
```

2 To continue loading the prompts, press <Enter>.

The system displays the following message:

```
Loading file from floppy, it takes time, so please
wait...
```

Note 1: The Load Prompts tool automatically detects tar files: both plain DOS format prompt files and tar format files on a DOS disk. The tool can also load files from a floppy disk used as a UNIX block device.

Note 2: A “tar: directory checksum error” may appear. Ignore this message.

When the prompts are loaded successfully onto the AP, the system displays the following prompt:

```
Thank you for your patience, please hit the return
key to continue
```

3 Press <Enter> to return to the Main Menu.

Section C Add a header to voice prompts

Overview

The Add Voice Prompts Headers option enables the user to add VSN headers to voice prompts that were loaded on the system from a floppy disk.

Add Voice Prompt Header function

The Add Voice Prompt Header function provides the user with the option of adding a header to an ADPCM voice prompt.

To perform this function, every prompt name must conform to the naming format that is specified in the configuration file.

The format might be lowercase VSN followed by the five-digit prompt number, for example:

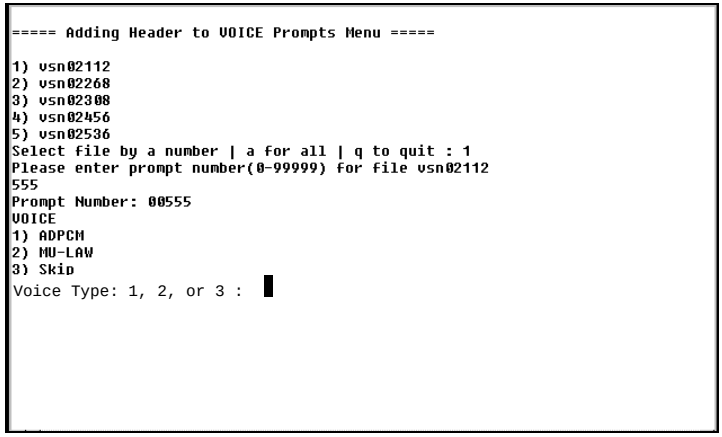
```
vsn01000
```

Adding Voice Prompt Headers

To add voice prompt headers using the Add Voice Prompt Header function, follow these steps.

1 At the Main Menu, type **3** in the Main Menu Selection field and press <Enter>.

The system displays the Adding Header to VOICE Prompts Menu:



2 All the VSN files are displayed on the Adding Header to VOICE Prompts Menu. There are three options you may choose from this screen:

To	Type	Then
select a vsn file by number	the corresponding number to the vsn file	press <Enter>. Only the selected file is updated. You can choose the next one for update.
select all vsn files	**a**	press <Enter>. The VSN headers are automatically added to all files.
quit	**q**	press <Enter>. You are returned to the main menu.

3 If you choose to add Voice Prompt Headers to the files, the system displays the following prompt for each file:

```
Enter the number corresponding to the type of encoding:

1: ADPCM - voice file

2: MU-LAW - audio file

3: Skip
```

To select the type of encoding, type **1** or **2** for each file and press <Enter>. To exit without adding headers to the files, type **3** and press <Enter>.

Note: If you selected one file at a time, you are returned to the Adding Header to Voice Prompts menu. Updated files are removed from the list and added to the `vfiles.d` directory.

4 Repeat steps 2 and 3 until you have added Voice Prompt Headers to all files you choose to update.

When the tool finishes adding the header, it automatically trims silence using the default duration value and returns to the Main Menu.

Section D Add header to fax prompts

Overview

The Add Fax Prompts option enables the user to add a VSN header to selected fax files loaded onto the system from the floppy disk.

This function adds the headers to the designated fax file for the specified number of pages in the fax. The system default for the number of pages is one, but the user can override the default and indicate the number of pages on which headers are required.

To perform this function, the system requires the user to enter the prompt number and the file extension, in the format

nnn.tif

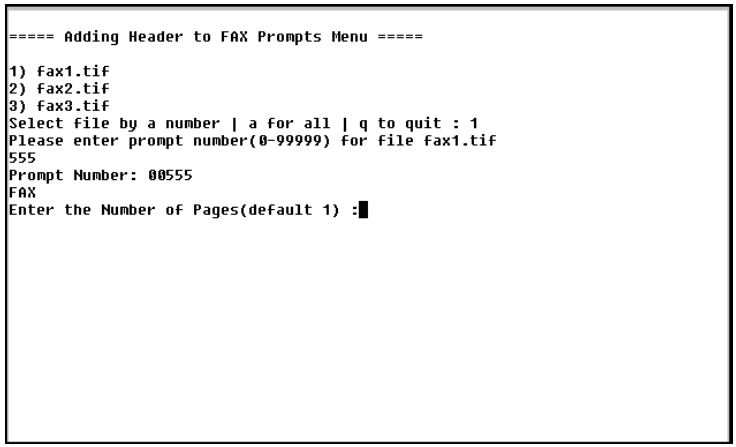
where *nnn* is the prompt number, and.tif is the file suffix. The file format must be TIFF.

Adding fax prompt headers

To add fax prompt headers, follow these steps.

1 From the Main Menu, type **4** in the Main Menu Selection field and press <Enter>.

The system displays the following Adding Header to FAX Prompts Menu window.


===== Adding Header to FAX Prompts Menu =====
1) fax1.tif
2) fax2.tif
3) fax3.tif
Select file by a number | a for all | q to quit : 1
Please enter prompt number(0-99999) for file fax1.tif
555
Prompt Number: 00555
FAX
Enter the Number of Pages(default 1) :

Note: The files that appear in this display depend on the Voice File Extension Name specified in the Configuration menu (described in Chapter 1, "Introduction"on page 1-1. If the default is used, only files with extension `.tif` display.

2 All the fax files display on the Adding Header to FAX Prompts Menu. There are three options you may choose from this screen:

To	Type	Then
select a fax file by number	the corresponding number to the fax file	press <Enter>. Only the selected file is updated and you can choose the next one for update.
select all fax files	**a**	press <Enter>. The VSN headers are automatically added to all files.
quit	**q**	press <Enter>. You are returned to the Main Menu.

3 If you chose to add FAX Prompt Headers to the files, the system displays the following prompt for each file:

```
Please enter prompt number (0-99999) for file
fax1.tif:
```

where *fax1* is the name of the fax file you are modifying.

At the prompt, type the number you want to assign to the file and press <Enter>.

The system displays the following messages. (The following example shows that the prompt number used is 555.)

```
Prompt Number: 00555

FAX

Enter the number of Pages (default 1):
```

4 At the prompt, type the number of pages and press <Enter>. (You may also press <Enter> to accept the default of one.)

The FAX Prompt Header tool finishes adding the header. You are returned to the Adding Header to FAX Prompts Menu.

5 To add headers to other fax files, repeat steps 3 and 4 until you have added headers to all files. If you have completed adding headers for all fax files, type **q** and press <Enter> to return to the Main Menu.

Section E Add header to voice file (*.au files only)

Overview

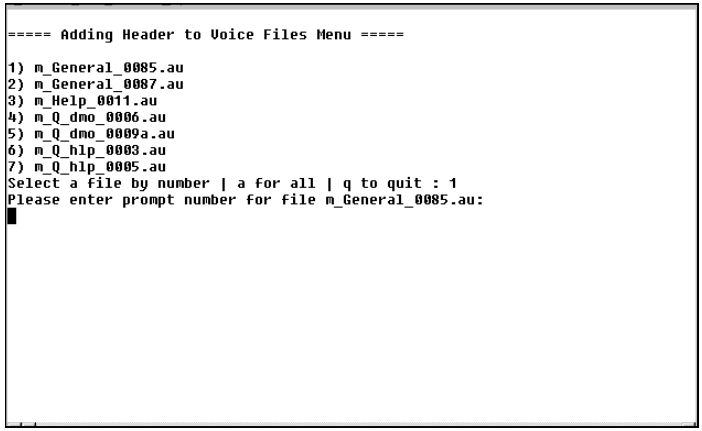
The Add Voice File Headers function enables the user to convert `*.au` format voice files to prompt format and add voice file headers.

Adding voice file headers

To add voice file headers using the Add Voice File Headers function, follow these steps.

1 At the Main Menu, type **5** in the Main Menu Selection field and press <Enter>.

The system displays the Adding Header to Voice Files Menu window:


===== Adding Header to Voice Files Menu =====
1) m_General_0085.au
2) m_General_0087.au
3) m_Help_0011.au
4) m_Q_dmo_0006.au
5) m_Q_dmo_0009a.au
6) m_Q_hlp_0003.au
7) m_Q_hlp_0005.au
Select a file by number | a for all | q to quit : 1
Please enter prompt number for file m_General_0085.au:

2 All the voice files are displayed on the Adding Header to Voice Files Menu. There are three options you may choose from this screen:

To	Type	Then
select an .au file by number	the corresponding number to the fax file	press <Enter>. Only the selected file is updated and you can choose the next one for update.
select all .au files	**a**	press <Enter>. The VSN headers are automatically added to all files.
quit	**q**	press <Enter>. You are returned to the Main Menu.

When the tool finishes adding the header, you are returned to the Main Menu.

Section F Trim silence (voice prompts only)

Overview

The Trim Prompt Silence function enables the user to trim the amount of silence at the beginning and end of voice prompts after they have been converted to the standard format (`vsn`*`xxxxx`*). The files are located in the `/u/nortel/vfiles.d` home directory.

This function pertains *only* to voice prompts that have been converted to the standard format using the Load Prompts option of this application.

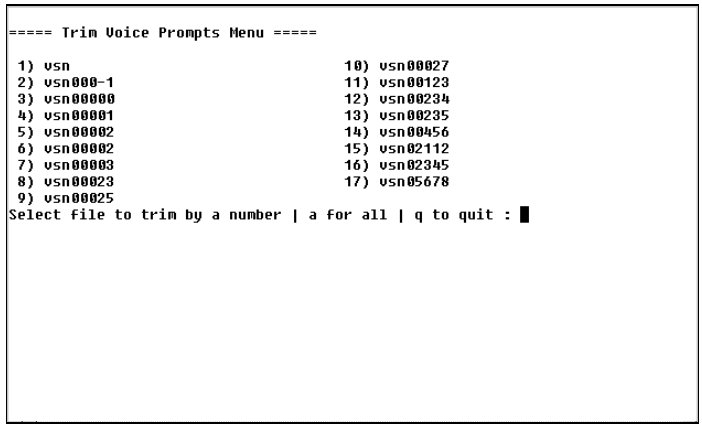
To perform this function, every prompt name must conform to a naming format that is specified in the configuration file. The format might be lowercase VSN followed by the five-digit prompt number, for example, `vsn01000`.

Trimming prompt silence

To use the Trim Prompt Function, follow these steps.

1 At the Prompt Import Utility main menu window, type **6** in the Main Menu Selection field and press <Enter>.

The system displays the Trim Voice Prompts Menu.



2 All the vsn files are displayed on the Trim Voice Prompts Menu. There are three options you may choose from this screen:

To	Type	Then
select a voice file by number	the corresponding number to the fax file	press <Enter>. Only the selected file is updated and you can choose the next one for update.
select all voice files	**a**	press <Enter>. The VSN headers are automatically added to all files.
quit	**q**	press <Enter>. You are returned to the Main Menu.

When the tool finishes trimming the files, you are returned to the main menu.

Section G Configuration

Overview

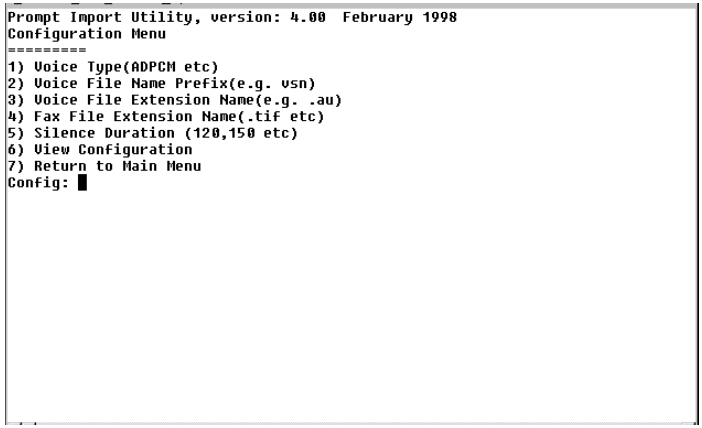
The Configuration option enables you to exit from the Prompt Import Utility application and return to system command level.

Accessing the Configuration option

To access the Configuration option, follow these steps.

1 From the Prompt Import Utility main menu window, type **7** in the Main Menu Selection field and press <Enter>.

The system displays the Configuration Menu window:


Prompt Import Utility, version: 4.00 February 1998
Configuration Menu
1) Voice Type(ADPCM etc)
2) Voice File Name Prefix(e.g. vsn)
3) Voice File Extension Name(e.g. .au)
4) Fax File Extension Name(.tif etc)
5) Silence Duration (120,150 etc)
6) View Configuration
7) Return to Main Menu
Config:

2 Type the number corresponding to the configuration function for each file type requested at the prompt and press <Enter>.

	Configuration option	Description
1	Voice Type	ADPCM, and so on
2	Voice File Name Prefix	VSN
3	Voice File Extension Name	.au
4	Fax File Extension Name	.TIF, and so on
5	Silence Duration	120, 150, and so on
6	View Configuration	View the current configuration.
7	Return to Main Menu	Return to the main menu.

The system displays the configuration panel you have chosen.

Configuration options

Select a Voice Type

The Voice Type option enables you to specify a type of configuration.

1 At the prompt, type the number corresponding to the type of configuration from the list and press <Enter>:

- 1: ADPCM - voice file
- 2: MU-LAW - audio file
- 3: FAX - fax file

After you finish selecting the voice type configuration, the system returns to the Configuration Menu.

Select a Voice File Name Prefix

The Voice File Name Prefix option enables you to specify a voice file prefix.

1 At the prompt, specify the voice file name prefix and press <Enter>.

After you finish specifying the voice file prefix configuration, the system returns to the Configuration Menu.

Select a Voice File Extension Name

The Voice File Extension Name option enables you to specify a voice file extension name.

1 At the prompt, specify the voice file extension name and press <Enter>.

After you finish specifying the voice file extension name configuration, the system returns to the Configuration Menu.

Select a Fax File Extension Name

The Fax File Extension Name option enables you to specify a fax file extension name.

1 At the prompt, specify the fax file extension name and press <Enter>.

After you finish selecting the voice file extension name configuration, the system returns to the Configuration Menu.

Select a Silence Duration

The Silence Duration option enables you to specify a length for the default silence duration.

1 At the prompt, specify the silence duration and press <Enter>.

After you finish specifying the length of the silence duration, the system returns to the Configuration Menu.

Select View Configuration

The View Configuration option enables you to view specific configuration values, as follows:

- Voice File Type
- Voice File Name Prefix
- Voice File Extension Name
- Fax File Extension Name
- Silence Duration

To return to the Configuration Menu, press <Enter>.

Return to Main Menu

To exit the Configuration Menu window and return to the Prompt Import Utility main menu, follow this procedure.

1 At the Configuration Menu window, type **7** and press <Enter>.

The system displays the Main Menu window with the cursor in the Main Menu Selection field.

Note: If you attempt to exit the program at the Main Menu after the configuration parameters have been modified, the system reminds you to save the changes or discard them. If you choose to save the change(s), the PIU configuration is saved and remains the same until the next change.

Section H Exit

Overview

The Exit option enables the user to exit from the Prompt Import Utility application and return to system command level.

Exiting from the Prompt Import Utility

To exit the Prompt Import Utility application and return to system command level, follow this procedure.

1 At the Prompt Import Utility main menu window, type **8** and press <Enter>.

The system exits the application and displays the system command prompt.

Section I Loading prompts on the MRS

Once you have performed the Prompt Import Utility functions, the prompts are ready to be distributed onto the Multimedia Resource Server (MRS). To load the finished prompts on the MRS, you must use the Prompt Loading Facility.

The Prompt Loading Facility is a tool in the AP software that is used for playing, recording, deleting, backing up, or restoring prompts.

For detailed instructions on operating the Prompt Loading Facility, refer to the *Symposium OPEN IVR System Administrator Guide*.

Glossary

This glossary provides definitions of many terms used in the documentation for Symposium OPEN IVR. Some of these terms may have additional meanings not described here.

3270 protocol

A set of communication rules used by workstations designed for use with IBM mainframe computers.

5250 protocol

A set of communication rules used by terminals designed for use with application system computers, such as AS/400, as well as earlier IBM system computers (36 and 38).

acoustic coupler

A device (such as the Audio Interface Unit) used to interface between sound equipment and a port on the MRS/AP.

ACTLU

An SNA command code used to activate the logical unit.

ACTPU

An SNA command code used to activate the physical unit.

Administration Tools

A set of tools, accessible from the Symposium OPEN IVR Control Panel, used to configure and control the Symposium OPEN IVR system.

ADSI

Analog Display Services Interface. The Bellcore standard defining the protocol used for the flow of information between a piece of telephone equipment (such as a switch, server, or voice mail) and a subscriber's telephone, PC, data terminal, or other device with a screen.

agent

A person whose primary role is to handle customer calls that are transferred from a queue within a call center.

AID

Attention identifier. The key that interrupts the operation of the host to process the current terminal input.

A-law

A form of Pulse Code Modulation (PCM), in which the code word maps nonlinearly to the signal value. It is the standard compression algorithm used in digital communications systems of the European digital hierarchy. A-law code words are eight bits wide. A-law is used for the B channel in ISDN.

Analog Display Services Interface

See ADSI.

ANI

Automatic Number Identification. A protocol implemented in some trunk cards that records the calling number.

ANSI

American National Standards Institute

AP

Application Processor. A computer or workstation running the AP software in a distributed configuration. Symposium OPEN IVR combines one or more Multimedia Resource Servers (MRSs) with a general-purpose Application Processor (AP) to provide a versatile application development and run-time environment. The AP provides the environment for developing, managing, and controlling the IVR applications.

AP software

Nortel's premiere voice application development and management software package that runs on the Application Processor (AP).

API

Application Programming Interface. Software libraries that enable the development of applications in a new environment, which communicate with applications in the legacy system. Software libraries that provide a standard access to services provided by a software package.

application

1 In Symposium OPEN IVR, a customized program that controls activity on one or more telephone trunks connected to an MRS voice system.

2 On a host computer, any type of program that carries out a task.

application developer

A person who creates Symposium OPEN IVR applications.

Application Editor

A utility used to graphically create or edit interactive voice response applications.

application processor

See AP.

Application Programming Interface

See API.

applicationid

A required hidden field defined in the static web page that points to the OPEN IVR application to be executed. The name of the IVR application matches the name loaded by the Application Manager on the application server. Do not include the `.vpf` extension.

ASR

See Automatic Speech Recognition.

asynchronous transmission

A data transmission mode in which each character is transmitted independently, using a start bit and stop bit to frame the bits representing the character.

Attention identifier

See AID.

Automatic Number Identification

See ANI.

Automatic Speech Recognition

The ability of a machine to understand spoken input.

barge-in

See voice cut-thru.

bind

The SNA command code used to initiate a session.

branch

A pathway from one cell in an application to the next cell.

buffers

A part of computer memory used to store information from one cell and pass it to another cell.

caller

A person whose phone call is received or originated by a Symposium OPEN IVR application.

call flow

A diagram of a Symposium OPEN IVR application.

Call Logic Interpreter

See CLI.

cell

The basic element of an application. Each cell causes some action to be performed—for example, playing a prompt to a caller. Each cell has a set of branches to other cells. After the cell performs its action, it determines which branch the application should follow to the next cell.

channel

1 A telephone trunk within a cluster of MRSs.

2 A path of communication between the AP and a communications or transmission facility. Channel sequences can span multiple MRSs, and their numbering starts at zero (0). Also referred to as a **port**.

CLI

Call Logic Interpreter. Acts as a virtual machine which manages memory for IVR applications.

CO

Central Office

COMA cell

A Symposium OPEN IVR cell that cancels a transaction in a VT100 terminal session or with an SNA host. It does not terminate the session itself.

COMI cell

A Symposium OPEN IVR cell that sends input to an SNA host application or a VT100 terminal session using the TRS process.

COMO cell

A Symposium OPEN IVR cell that receives output from an SNA host application or VT100 terminal session through the TRS process.

common vocabularies

Subvocabularies that are grouped together because of common word content (such as DIGITS and YES/NO subvocabularies).

compound macro

A macro provided by the OPEN IVR CGI script that allows a template page to construct Simple Data fields through concatenation.

conditional construct

A control construct provided by the OPEN IVR CGI script that allows a template page to conditionally control segments of the dynamic web page generations based on whether data is found in the Output dictionary.

config.pl

The configuration file used by the OPEN IVR CGI script that contains the base path locations of the CGI programs and the HTML documents. The file is placed onto the web server during the AP software Web Option installation.

continuous recognition

The ability to recognize speech input without awareness of explicit word end points.

Control Panel

The Symposium OPEN IVR panel containing the buttons from which you can access the Administration, Information Database Editor, Report, Application, Prompt Management, and SmartHelp tools.

Control Point name

A name that uniquely identifies a node within an SNA network. The name must be unique within the network, or APPN (5250) directory searches do not work properly.

CP

Control Point. A node within an SNA network.

CTI

Computer-telephone integration.

cut-thru

See voice cut-thru.

database

A collection of related information arranged for ease and speed of retrieval.

Database Management System

See DBMS.

data link

The connection from an SNA node to other adjacent nodes in the network. A data link is connected to a computer system through a physical port on a communications adapter.

DBMS

Database Management System. Software that allows you to logically organize data in a table format consisting of columns and rows.

dftlnextpage

A required hidden field defined in the static web page that points to the name of the default template page. The default template page is used in cases where the IVR application concludes without pushing a template page through a PDAT cell.

Dialed Number Identification Service

See DNIS.

DID

Direct inward dialing. A protocol used by some telephone equipment that allows callers to dial directly to an extension within a telephone system without going through a switchboard.

direct inward dialing

See DID.

discrete recognition

The ability to recognize speech input based on a small interval of silence between words.

DNIS

Dialed Number Identification Service. A feature of 800 and 900 numbers, in which the number dialed or a portion of it is sent to the MRS and stored in the DIGITS buffer in OPEN IVR.

DTMF

Dual Tone Multi-Frequency. Touchtone (push-button) dialing. DTMF is used to encode digits over analog telephone lines. Applications can collect information from callers by having them press telephone keys to create DTMF tones.

DTMF only mode

The default data input mode used by a Symposium OPEN IVR application to process caller input.

Dual Tone Multi-Frequency

See DTMF.

EHLLAPI

Extended High Level Language Application Programming Interface. An API that allows you to search through the host screens for specific data and conduct actions on the data. This is also called screen scraping.

emulation

Imitating a computer or computer system with a combination of hardware and software. Enables programs written for one computer to be run on another.

eXchange Identification

See XID.

EXEC

The cell that executes an OPEN IVR application on the current channel.

Extended High Level Language Application Programming Interface

See EHLLAPI.

falsing

A condition in which certain frequencies in a voice recording are incorrectly interpreted as DTMF tones. In some applications, false DTMF tones may cause the system to perform unwanted activities, such as selecting menu choices, terminating playback, or hanging up prematurely.

field

The specific location of information (data) within a record in a relational database.

gain

The increase in signal power, measured in decibels, when the signal is boosted by an electronic device.

gap rejection error

An error that occurs when the caller speaks before the speech recognizer is ready to accept input.

GDAT

Play Prompts and Get Data. A cell that allows you to play one or more prompts and collect up to 16 digits of input from the caller.

ground start

A method of signaling on the trunk in which one side of the two wires (typically the ring wire) is momentarily grounded to obtain a dial tone. This type of signal is normally used with PBXs.

hook-flash

Depressing and releasing the plunger or handset-cradle on a telephone.

host computer

A networked computer that provides applications and services to other networked computers. The VT100 Gateway product sends information to and receives information from the host computer via the TRS. For the SNA gateway, a host is an IBM computer that supports the SNA communication protocol.

host link

The ability of Symposium OPEN IVR to communicate with other host computers supported by one of the OPEN IVR gateway products. *See also* COMA cell, COMI cell, and COMO cell.

Image Button macro

A macro provided by the OPEN IVR CGI script that allows a web page to use images as a method for providing data for the IVR application.

index

A subvocabulary.

information database

See database.

Information Database Editor

A utility used to create a message or information database, and to edit an information database.

Input Data macro

A macro provided by the OPEN IVR CGI script that allows a template page access to the data contained in the current Input dictionary.

Input dictionary

A container for data being passed from the web browser to the IVR application by the OPEN IVR CGI script.

Iterator macro

A macro provided by the OPEN IVR CGI script that allows a template page to access the value of an iterator during expansion.

IVR

Interactive Voice Response

IVR Developer

A licensed component of AP software that provides application development tools to graphically create or edit interactive voice response applications.

language

A group of words within a vocabulary that are common to a specific people (for example, English, French, or German). A vocabulary may contain words from only one language or be multilingual with words from two or more languages (for example, North American English/Spanish).

large vocabulary

A vocabulary domain consisting of more than 16 words (for example, corresponding to the equivalent DTMF keys on the telephone keypad).

link

A physical connection between two devices.

link station

A logical connection between two endpoints over a physical data link, such as an SDLC link or a Token Ring Local Area Network. On any SDLC logical connection between two stations, one station is the primary station and the other station is the secondary station. The role of each side may be preconfigured to be primary or secondary, or may be defined as negotiable, in which case the role is determined at connect time. For SDLC stations, the role is configured in the Data Link definition. For each link station, the secondary station address must be configured. This is the address assigned to the secondary station and is contained in all frames transmitted on the connection. The Token Ring data link represents a physical connection to a Token Ring LAN. For each configured link station, the following are specified: (1) Local Service Access Point (SAP) address, (2) Remote SAP address, and (3) the Remote MAC address. Most commonly, the local and remote SAP addresses are 04. The remote MAC address must be configured to match the address of the remote node.

logical unit

See LU.

Loop Iterator construct

A construct provided by the OPEN IVR CGI script that gives a template page the ability to process large amounts of Output dictionary data without needing to reference each individually.

loopstart

A method of signaling on the trunk in which a supervisory signal is given (by taking the phone off the hook). Loopstart seizes the line by bridging the resistance of the tip and ring wires of the telephone line to obtain a dial tone. Loopstart signaling is normally used for single lines or key systems.

LU

Logical unit. A port through which a user accesses the SNA network to communicate with other users and gain access to network resources. LUs are typically SNA terminals or print devices. They are configured under link stations in the Express software.

LU6.2-based file transfer

A protocol for high-performance cooperative processing, used as a file transfer mechanism. The cornerstone of LU6.2 is the concept of a pair of transaction programs (TCP/IP and SNA); file transfer and print sharing are implemented with companion programs, one on each target system.

maplist

A listing showing the association between vocabulary words and the hexadecimal codes passed to your IVR applications.

MF tones

Multifrequency tones. These are tones used by ANI. Symposium OPEN IVR applications can receive and store MF digits when the ANI option is in use.

M-law

Aso called μ-law. A form of Pulse Code Modulation (PCM), alternative to A-law. M-law is used for the B channel of T1 streams. Mu-law is the commonly used North American standard.

mode

Refers to the subvocabulary that is currently active. The VINP cell selects the common or unique (sub)vocabulary. Speech recognition operates in this mode until another VINP cell changes the subvocabulary.

MRS

Multimedia Resource Server. Symposium OPEN IVR combines one or more Multimedia Resource Servers (MRSs) with a general-purpose Application Processor (AP) to provide a versatile application development or run-time environment, or both. The MRS provides the telephony, information processing (voice, fax, speech recognition, and text-to-speech) environment.

MRS/AP

A single unit that runs a “folded” configuration; that is, a configuration that includes both the Multimedia Resource Server and the Application Processor. The MRS/AP contains the functionality of the other platforms, but in a single hardware unit.

MRS/Rack

A unit comprising a rack-mountable Application Processor and a rack-mountable Multimedia Resource Server. The MRS has an unfolded configuration interface with the AP via Ethernet or Token Ring. Multiple MRS/Racks can be installed in racks and stacked to take up less room.

MRS/Tower

The MRS/Tower platform is comprised of an Application Processor and a Tower Multimedia Resource Server. The MRS has an unfolded configuration interface with the AP via Ethernet or Token Ring.

Mu-law

See M-law.

multifrequency tones

See MF tones.

Multimedia Resource Server

See MRS.

network ID

A name that uniquely identifies an SNA network. Nodes and LUs are addressable entities in an SNA network. The names of the CPs and LUs must be unique within a single SNA network. The names of network addressable units are comprised of two parts: the network name, followed by a period, followed by the LU (or CP) name. Each of the two elements that make up the network qualified name can be 1 to 8 characters long, so that the fully qualified name can be up to 17 characters long (including the period).

node

A grouping composed of an AP (running Symposium OPEN IVR) connected to one or more MRSs.

ODBC

Open Database Connectivity. A standards-based API that allows database clients to be configured to access a wide array of ODBC-compliant servers.

Open Database Connectivity

See ODBC.

Output Data macro

A macro provided by the OPEN IVR CGI script that allows a template page access to the data contained in the current Output dictionary.

Output dictionary

A container for data being passed from the IVR application to the OPEN IVR CGI script.

parameter

A variable used to define the function of Symposium OPEN IVR cells. You set parameters in the parameter window for each cell (when using the Application Editor), or in the cell window (when using the character-based Application Editor).

PBX

Private Branch Exchange. A private phone system that allows communication within a business and between the business and the public telephone system.

PCM

Pulse Code Modulation. A method that uses a sequence of discrete integers as code words to describe a time-varying signal. Each integer code word describes the signal level at a point in time.

PDAT

Play Prompts with Data. A cell that allows you to play prompts to announce the contents of a buffer. The buffer content is read according to the specified type.

Physical Unit

See PU.

PRGS

Call Progress Detection

port

A path of communication between the AP and a communications or transmission facility. Port sequences can span multiple MRSs, and their numbering starts at zero (0). Also referred to as a **channel**. *See also* trunk.

private branch exchange

See PBX.

prompt

A voice recording that helps lead a caller through a Symposium OPEN IVR application.

Prompt Management tools

A set of tools, accessed from the Symposium OPEN IVR Control Panel, that is used to record, load, and update prompts.

PU

Physical Unit. Hardware or software, or both, that provides services that manage the physical resources associated with an SNA network node.

pulse code modulation

See PCM.

QCMD

An advanced SQL cell capable of performing functions which would otherwise require using C language and embedded SQL programming through a USER cell. You can also use the QCMD cell to perform multistatement SQL transactions within a particular application.

QCNT

A cell that allows you to execute an SQL SELECT COUNT statement to return the number of rows in a table that match specific criteria.

QDEL

SQL DELETE. A cell allows you to delete selected rows in a database table.

QDS

SQL Data Server Manager. A process that distributes the SQL database access workload among data server interface processes.

QINS

SQL INSERT. A cell that allows you to insert a row of data into a database table.

QROW

SQL RETRIEVE A ROW. A cell that allows you to sort through the multiple rows returned when you use the QSEL cell or the QCMD cell to select multiple rows. The QROW cell retrieves up to one complete row from these returned rows.

QSEL

SQL SELECT. A cell that allows you to retrieve rows of data from a database that match the criteria you specify on the QSEL parameter page.

QUPD

SQL UPDATE. A cell that allows you to modify values in an existing row in a database table.

recognizer

Hardware/software that attempts to interpret caller speech and match it to the currently active vocabulary domain.

record

1 To store sound on tape or disk for later playback.

2 In a database, a group of related data items (fields) treated as one item.

rejection error

An error that occurs when speech input does not closely match words in the active subvocabulary.

remote node name

A parameter used to identify a remote node when configuring a connection to an adjacent node. This parameter consists of two parts: the Network ID and the CP Name. If this is a host connection being used for 3270 or LU 0 sessions, the `Remote CP Name` parameter is not required, unless adjacent node identity verification or incoming connections require it. If the connection is being used for LU 6.2 sessions (5250), then the setting of the remote CP name is very important.

Reorder tone

A fast busy or channel busy tone, which is applied 120 times per minute. The tone means that all switching paths are busy, all toll trunks are busy, there are equipment blockages, the caller dialed an unassigned code, or the digits dialed were scrambled.

Reports tools

A set of tools, accessed from the Symposium OPEN IVR Control Panel, that is used to generate reports about the system's activities.

screen scraping

See EHLLAPI.

SDLC

Synchronous Data Link Control. A data communications protocol developed by IBM, and used by SNA.

Send Fax

See SFAX.

sense code

An SNA error code returned by the IBM host application.

session

1 A connection to a host computer as defined in the `trs.conf` and `vt100.ctl` files, representing a terminal connection.

2 A connection between two systems for the exchange of user data. Sessions are between logical units (LUs).

SFAX

Send Fax. Cell that sends one or more faxes to a destination fax machine.

Simple Data macro

A macro provided by the OPEN IVR CGI script that allows a template page to access the value of the Input dictionary not associated with data designated for the IVR application such as the required field, applicationid.

small vocabulary

A vocabulary domain consisting of up to 16 words (for example, which can be mapped to the DTMF keypad).

SNA

Systems Network Architecture. A group of IBM protocols that define how IBM computers (and any other computer that uses the SNA protocol) transmit and receive data. This protocol is also used by many other computer hardware and software manufacturers. It presumes an underlying transport such as SDLC, Token Ring, Ethernet, or X.25.

socket

An end point (portal) from one TCP/IP application to another.

soft utterance error

An error that occurs when the caller does not speak loudly enough to overcome a signal-to-noise rejection (SNR).

speaker verification

A method for determining the identity of the speaker.

speaker-dependent

Having the ability to recognize speech input from individuals who have "trained" the device to match their unique speech patterns.

speaker-independent

Having the ability to recognize speech input from a wide array of individuals without training.

spurious response error

An error that occurs when an extraneous noise (for example, a cough) is recognized as a word in the vocabulary. This error can be corrected by prompting the caller to confirm the input.

SQL

Structured Query Language. A type of relational database. SQL statements and commands are used from an interface with SQL-based ANSI-compliant relational and non-relational database management systems (DBMS) to allow applications to retrieve, insert, update, and delete information stored in the supported databases.

station

The physical device to which you communicate.

Structured Query Language

See SQL.

subscriber

A person serviced by a voice processing application (such as voice mail).

substitution error

An error that occurs when the recognizer classifies the wrong word for the spoken word (for example, substitutes “one” when “nine” is spoken).

subvocabulary

A subset of a vocabulary that contains a range of templates. A subvocabulary of the downloaded vocabulary is assigned to each recognizer.

Synchronous Data Link Control

See SDLC.

system administrator

A person responsible for configuring MRSs, installing and running Symposium OPEN IVR applications, managing prompts, and running reports.

Systems Network Architecture

See SNA.

TCP/IP

Transmission Control Protocol/Internet Protocol. A protocol, originally developed for U.S. military communication, that has become a de facto standard worldwide and the protocol of choice for backbone routing of data traffic. It presumes an underlying communications capability such as Token Ring or Ethernet.

Telco

Telephone company

template

1 An ASCII file used by the TRS process to manage the SNA terminal session.

2 An ASCII file used by the TRS process to manage the VT100 terminal session.

3 A binary pattern representing a word or utterance.

template expansion

A procedure that is performed by the OPEN IVR CGI script based on a specified template page. Expansion is relative to the current Input and Output dictionaries. Expansion evaluates the contents of the template page to generate a dynamic web page.

template page

A file containing HTML constructs and OPEN IVR CGI macros that is used during template expansion for generating a dynamic web page.

terminal emulation

Allows users in a non-IBM environment to log in to the applications running in the legacy (IBM) environment just as if they had legacy environment terminals (3270 and 5250).

Terminal Resource Server

See TRS.

transaction

The function performed by a set of action and screen template files when executed by the TRS.

Transmission Control Protocol/Internet Protocol

See TCP/IP.

TRS

Terminal Resource Server. The Symposium OPEN IVR process that manages the assignment of system resources to the Host Link products.

trunk

A communication line between two switching systems, frequently referred to as a port. Trunk numbering starts at 1.

unbind

The SNA command code used to terminate a session.

utterance

A speech made by a caller.

validation tag

An identifier on the host screen that uniquely identifies the screen to the host link.

validation tag offset

An entry in the screen template that specifies the row and column of the validation tag.

VINP cell

An OPEN IVR cell which toggles data input mode between voice input and DTMF only (default) mode.

vocabulary file

A binary file that contains representations (templates) of words or utterances. The vocabulary file is downloaded to the recognizer board prior to enabling Automatic Speech Recognition.

voice cut-thru

Accepts caller speech while a prompt is still playing.

voice input mode

When enabled by the VINP cell, this mode allows the OPEN IVR application to accept both voice and DTMF input.

voice storage number

See VSN.

VSN

Voice storage number. Internal numbering system used by the MRS for prompts, messages, and faxes (if the fax option is installed); Symposium OPEN IVR uses its own numbering system.

VT100 terminal

Terminal type emulated by the VT100 Gateway product.

vtkcgi.cgi

OPEN IVR Common Gateway Interface (CGI). This CGI script provides the communication between the web browser and the IVR application.

Web channel

A channel configured on the Web MRS for World Wide Web access into the IVR application through a “call” mechanism.

wink

A momentary interruption in single frequency tone that indicates the distant central office (CO) is ready to receive the digits that were just dialed.

X-Window Application Editor

See XAE.

XAE

X-Window Application Editor. Another term for the Application Editor.

XID

eXchange Identification. When two nodes first establish communications, they exchange identification information in data link level data units called XIDs. There are two XID formats (Format 0 and Format 3). Format 3 is the recommended format. The XID contains a 32-bit value called an exchange identifier. The first 12 bits are the block ID, which typically identifies the IBM product that is sending the XID. AS/400 systems use 0x056 as the block ID. Express uses 0xe05 as the block ID. The next 20 bits represent the node ID. Some systems, such as host nodes, use this ID, rather than the CP name, to identify the partner node during XID negotiation. If the system is connecting to a host node, then the configured block ID and node ID must match the value configured at the Host.

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Symposium OPEN IVR

Prompt Import Utility Guide

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